

MADERA COUNTY
MENTAL HEALTH CRISIS WORKER

DEFINITION

Under general direction, to provide crisis evaluation services; to assess the need for client referral to acute psychiatric treatment or other programs; to provide crisis intervention; to provide consultation to community agencies; and to do related work as required.

SUPERVISION EXERCISED

Exercises no supervision.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Interviews persons during crisis situations to assess the need for referral to acute psychiatric treatment; works with family members, peace officers, and others during interventions; provides brief crisis intervention therapy to persons and their families; makes referrals to Mental Health Department programs and community agencies as necessary; makes brief assessments of client issues, such as age, social isolation, and physical disability; consults with community agencies regarding clients in crisis; maintains communication as warranted by circumstances and situations; prepares reports; maintains case records; participates in continuing in-service training and staff meetings.

OTHER JOB RELATED DUTIES

Performs related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Principles, techniques, procedures, and trends of psychiatric counseling and treatment.
Social aspects of mental and emotional disturbances and mental problems.
Scope and activities of local resources, including agencies, programs, and organizations.
Characteristics of mental and emotional disturbances and mental problems.

Skill to:

Operate a personal computer and other office equipment.
Operate a motor vehicle safely.

Ability to:

Communicate effectively with others in writing, in person and over the telephone.

Work within a team structure.

Analyze data, interpret directions, procedures and regulations, and develop appropriate responses.

Analyze situations accurately and adopt effective courses of action.

Perform job duties under stressful conditions.

Respond appropriately to situations; think clearly and act calmly in crisis situations.

Maintain confidential information in accordance with legal standards and/or County regulations.

Develop and maintain effective interpersonal relationships at all organization levels, with clients, co-workers, and the public.

Experience and Training Guidelines:

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills and abilities would be:

Experience

Two (2) years of experience as a licensed provider performing psychosocial assessment and counseling.

License or Certificate

Possession of a valid license as a Registered Nurse, Psychiatric Technician, or Licensed Vocational Nurse issued by the State of California.

Possession of, or ability to obtain, a valid California Driver's License.

Effective Date: August 2003